



Guidebook for Care Service Providers on Employment of Foreign Care Workers

Would you like to hire and work with foreign care workers?

Some care service providers are now employing foreigners as care workers. Those providers have commented that the workplace has become cheerful, that it created a sense of unity among staff, and that the education of foreigners led to review of the quality of long-term care.

In addition, communicating the know-how and skills of Japanese long-term care to foreign care workers can lead to international contribution.

Would you like to hire and work with foreign care workers?

Learn about basic **Methods** for hiring foreign care workers

→ go to page **2**

Learn about the **Current Situations** of hiring foreign care workers

→ go to page **4**

Learn about the specific **Details of Various Systems** in place for employing foreign care workers

→ go to page **6**

Case study and **Comments** by care service providers that hired foreign care workers

→ go to page **12**

Summary of Four Systems for Employing Foreign Care Workers

Does the foreign care worker available for employment have **certified care worker qualification**?

Can the foreign care worker **work permanently**?

EPA	<p style="text-align: center;">Employment of Certified Care Worker Candidates under Economic Partnership Agreement (EPA)</p> <p style="text-align: center;">→ go to page 6</p>	<p style="text-align: center;">N/A</p> <p style="text-align: center;">However, the aim is to obtain qualification</p>	<p style="text-align: center;">After obtaining qualification, Permanent employment is possible</p> <p style="font-size: small;">if qualification is not obtained within certain period, return to home country</p>
------------	--	--	---

Nursing Care	<p style="text-align: center;">Employment of foreigners who graduated a certified care worker training school in Japan and have “Nursing Care” status of residence</p> <p style="text-align: center;">→ go to page 7</p>	<p style="text-align: center;">Certified Care Worker</p>	<p style="text-align: center;">Permanent employment is possible</p>
---------------------	--	---	--

Technical Intern Training	<p style="text-align: center;">Employment of foreigners using the Technical Intern Training Program (technical intern trainee)</p> <p style="text-align: center;">→ go to page 8</p>	<p style="text-align: center;">N/A</p> <p style="text-align: center;">Eligible to take examination if practical requirements, etc. are met</p>	<p style="text-align: center;">5 years maximum</p> <p style="font-size: small; text-align: center;">*1 *2</p>
----------------------------------	--	---	--

Specified Skilled Worker	<p style="text-align: center;">Employment of foreigners with “Specified Skilled Worker (i)” status of residence</p> <p style="text-align: center;">→ go to page 9</p>	<p style="text-align: center;">N/A</p> <p style="text-align: center;">Eligible to take examination if practical requirements, etc. are met</p>	<p style="text-align: center;">5 years maximum</p> <p style="font-size: small; text-align: center;">*1 *2</p>
---------------------------------	---	---	--

*1. Provided, however, status of residence “Nursing Care” can be selected when certification is obtained, enabling permanent employment

*2. Technical intern trainee who completed the third year is exempted from examination for obtaining “Specified Skilled Worker (i)” visa (if the status of residence is changed to “Specified Skilled Worker (i),” maximum period of residence becomes ten years, with technical intern and specified skills visas)

•In this Guidebook, Foreign Care Worker refers to care workers who are foreign nationals whose native language is not Japanese, such as foreign care worker employed as certified care worker or certified care worker candidate under EPA; foreign national with “Nursing Care” status of residence; student under casual employment; and technical intern trainee.

•This chart is a simple diagram of features of each system. Refer to pages 10 and 11 for details of each system.

Does the foreign care worker have **qualification and study experience in their home country?**

What are the criteria for foreign care workers' **Japanese language skills?**

Is there **support such as acceptance support organization?**

Is there limitation to **types of services** for employment of foreign care workers?

Graduate of nursing related school or has government certification as care worker in home country	Vast majority has about N3 level at time of start of employment *3 Requirements at time of entry for Indonesia/Philippines: about N5 , Vietnam: N3	Yes Acceptance support by JICWELS	Yes After obtaining certified care worker qualification, can engage in home-visit services by providers satisfying certain conditions
--	--	---	---

Depending on the person	Some schools *4 require about N2 level	N/A	N/A
-------------------------	---	------------	------------

Based on the selection criteria of supervising organization	Requirements at time of entry is about N4 level	Yes Acceptance support by supervising organization	Yes No home-visit services
--	--	--	--------------------------------------

Depending on the person	Requirements at time of entry: • Certain level of everyday conversation skills for living • Japanese language skills necessary for working in long-term care	Yes Support by registered supporting organization	Yes No home-visit services
-------------------------	--	---	--------------------------------------

*3. Requirement at time of entry is about N5 for Indonesian and Filipino nationals, but about 90% of Indonesian and Filipino candidates acquire Japanese language skills of about N3 by the time six month Japanese language training is completed after entry (based on FY2018 data).

*4. "Some schools" refer to certified care worker training schools that require minimum Japanese Language Proficiency Test (JLPT) of N2 or confirmation of equivalent of N2 or higher level in Japanese language tests.

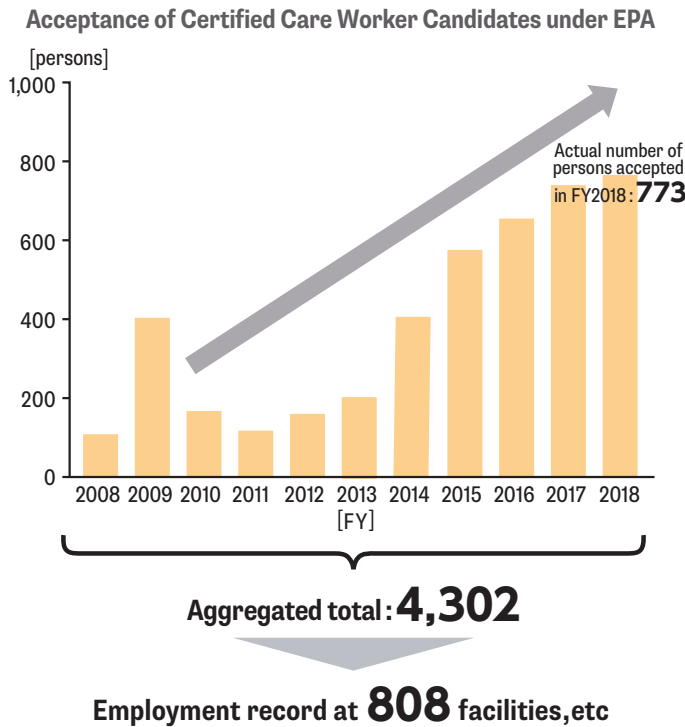
Criteria for N1 to N5 in Japanese Language Proficiency Test (JLPT)

Japanese Language Proficiency Test	Criteria
N1	Ability to understand Japanese used in a variety of circumstances
N2	Ability to understand Japanese used in everyday situations, and in a variety of circumstances to a certain degree
N3	Ability to understand Japanese used in everyday situations to a certain degree
N4	Ability to understand basic Japanese
N5	Ability to understand some basic Japanese

Qualification such as "about N4" refers to cases where the individual has passed JLPT N4 or is deemed to have equivalent skills.

Current Situations of Foreign Care Workers and Employment

How is the progress in employment of foreign care workers?



Acceptance of Certified Care Worker Candidates under EPA which is one method of employment of foreign care workers by care service providers started in FY2008, and the number of acceptances has increased each year, reaching a total of 4,302 individual in FY2018. EPA Care Workers*1 have been employed in 808 facilities, etc.

As of January 1, 2019, 3,165 EPA Care Workers are employed in 677 facilities, etc. Main accepting facilities include TOKUYO*2 and ROKEN*3.

Some foreign nationals are studying at Japanese certified care worker training schools to obtain Certified Care Worker qualification and work for Japanese care service provider, resulting in increase of foreign students from 257 in FY2016 to 591 and 1,142 in FY2017 and FY2018, respectively.

In addition, the number of applications for technical intern training plan for care worker jobs was 1,516 trainees as of end of December 2018, of which 946 have eventually accredited and sequentially entered Japan as technical intern trainees.

Source: Ministry of Health, Labour and Welfare (MHLW) (as of January 2019)

*1 EPA Care Worker refers to foreign care workers employed as Certified Care Worker Candidate or Certified Care Worker under Japan-Indonesia EPA, Japan-Philippines EPA, or Japan-Vietnam EPA (same applies below)

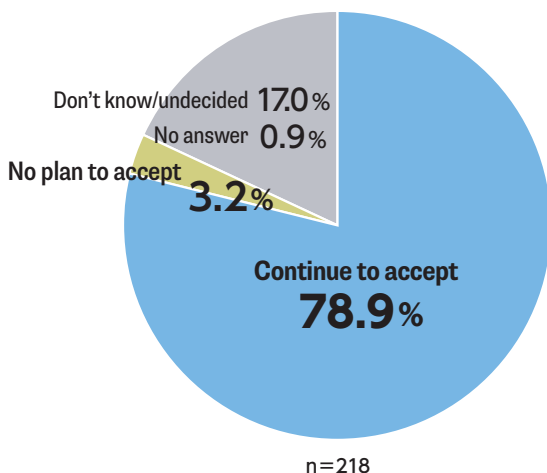
*2 TOKUYO refers to intensive care home for the elderly (long-term care welfare institution for the elderly) (same applies below)

*3 ROKEN refers to long-term care health facilities (same applies below)

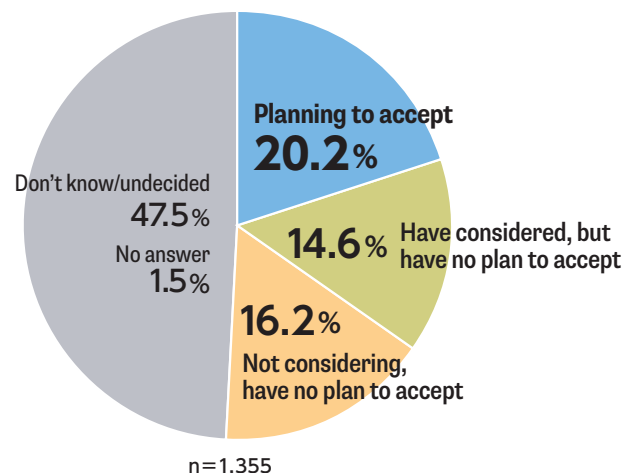
How many care service providers are interested in employment of foreign care workers?

Planning to accept foreign care workers

Long-term care facilities employing EPA Care Workers



Long-term care facilities with no foreign care worker employment



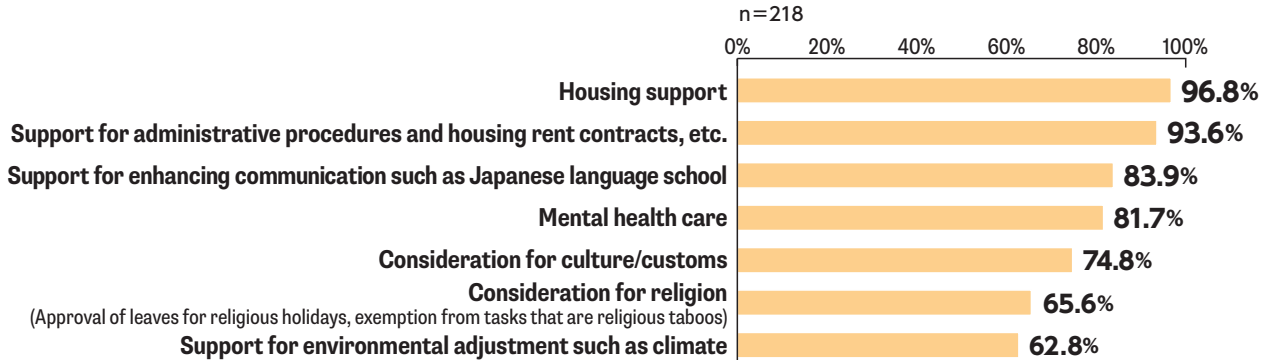
With respect to plans for accepting foreign care workers, long-term care facilities already accepting EPA Care Workers are positive towards future acceptance, with 78.9% responding “continue to accept.”

Of the long-term care facilities who have not employed foreign care workers, 20.2% responded they are “planning to accept,” indicating about one-fifth of facilities are considering employment.

Source: FY2018 MHLW subsidy for research study “Survey on Foreign Care Worker Acceptance” (as of October 1, 2018)

What are supports being provided by care service providers who employ foreign care workers?

Living support provided to foreign care workers by long-term care facility employing EPA Care Workers (top 7 item)



These are living supports provided by many long-term care facilities employing EPA Care Workers.

Supports for housing, administrative procedures and housing rent contracts, etc. are being provided by majority of facilities, and can be deemed as basic support for organizing basic living requirements. About 80% of facilities are also providing support to enhance communication and support for mental health. These types of supports are necessary for working in a foreign country with some difficulty in language, etc. Consideration to culture/customs and religion, and support for adjusting to environment such as climate can be important depending on the home country of the care worker.

For stable employment and development of foreign care workers, broad range of support including the living aspect is necessary, in addition to instruction and education at workplace.

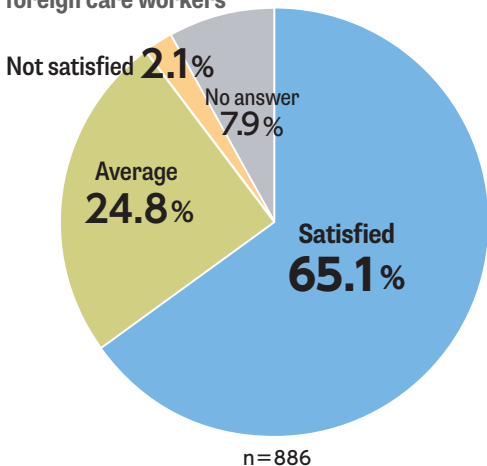
Source: FY2018 MHLW subsidy for research study “Survey on Foreign Care Worker Acceptance” (as of October 1, 2018)

Note: Of the ten items concerning support for living aspects, top seven items with higher ratio of “Strong support provided” and “support provided.” Remaining three items were “support concerning food,” “support for interaction with community/people,” and “private issues (relationship advice, lending and borrowing money, side job, etc.).”

How do users and family members assess foreign care workers?

Assessment of foreign care workers by users and family members

Quality of long-term care services provided by foreign care workers



Positive points of long-term care services received

Responds immediately to nurse calls. I was grateful to be asked “are you all right? Tell me whatever you need.” Always smiling, and always talk to me.



Receiving a monthly letter in Japanese about my mother who is staying at the facility. Very dedicated to everyday tasks, a wonderful person.

Always smiling and happily engaged. Pays attention to small changes, such as commenting “how nice” when I have new shoes or changed bath towels.



How do users and family members assess foreign care workers? Many users and family members highly value the quality of services provided by foreign care workers, with 65.1% responding “satisfied.” Examples of positive service experience include frequent conversation and response.

Source: FY2018 MHLW subsidy for research study “Survey on Foreign Care Worker Acceptance” (as of October 1, 2018)

Note: Quality of long-term care services provided by foreign care workers indicates assessment of EPA Care Workers and other foreign care workers (casual work by students, foreign nationals with “Nursing Care” status of residence, etc.) working at long-term care facilities by users and family members. Multiple users/family members are providing assessment for single staff. “Satisfied” includes “higher level than Japanese nationals, or fully satisfactory level” and “mostly satisfactory level”; “Average” includes “average”; and “Not satisfied” includes “not very satisfactory level” and “not satisfactory.”

Four Systems for Employing Foreign Care Workers

EPA

Employment of Certified Care Worker Candidates under Economic Partnership Agreement (EPA)

Requirements

“Graduated/completed nursing school/nursing course”, or “graduated university/tertiary education organization and government certified care worker at home country”
*differ by country



EPA aims to enhance economic cooperation between Japan and the partner country, accepting foreign nationals from Indonesia, Philippines and Vietnam.

Can hire individuals with study experience and/or qualification in home country

Foreign nationals satisfying certain criteria regarding knowledge and experience on long-term care and nursing enter Japan after receiving Japanese language training. Matching with care service providers is made around the time of the Japanese language training.

Entry requirement is about JLPT N5, or N3 and above

With respect to Japanese language proficiency, about JLPT N5 or above is required for Indonesia/Philippines, and N3 or above is required for Vietnam. Further training on Japanese language and long-term care basics is provided after entry prior to employment by care service providers. About 90% of Indonesian and Filipino candidates already have Japanese language skills of about N3 by the time they commence employment (based on FY2018 data).


Certified Care Worker qualification enables permanent employment

National examination for Certified Care Worker qualification will be taken on the fourth year after entry. Candidates who pass the examination will have access to permanent employment with renewal of residency. Failed candidates must return to the home country.

Matching support by JICWELS

Japan International Corporation of Welfare Services (JICWELS) is the sole provider of support for matching foreign candidates and care service providers, coordinating employment that respects the intention of both parties. There is a limit to the number of candidates to be accepted, and service providers must note that not all service providers will be matched with candidates.

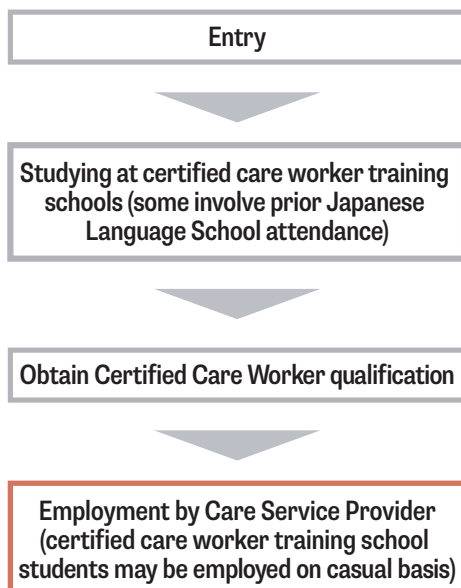
▼▼▼ Start with the following ▼▼▼

Participate in “Seminar on Acceptance of Certified Care Worker Candidates based on EPA” held by JICWELS	Confirm whether the business meets requirements for acceptance of care workers/candidates
<p>As the EPA acceptance support organization, JICWELS holds annual seminar on the system, procedures and acceptance case study, etc. Application for accepting organizations is held annually.</p>	<p>The system has requirements for care service providers to become accepting organizations. Confirm whether the requirements are met with the “Pamphlet on Acceptance of Foreign Nurse and Certified Care Worker Candidates under EPA (Japanese only)” on the JICWELS website.</p> 

Requirements

(Requirement for entering training school) Pass JLPT N2 or above, or study at Japanese language education organization for six months or longer and can be confirmed to have JLPT N2 equivalent or higher in Japanese language tests, etc.

*differs by the school



*No limit to period of residence

Foreign students studying at Japanese certified care worker training schools can obtain “Nursing Care” resident status after graduating and obtaining Certified Care Worker qualification.

Can hire Certified Care Worker and permanent employment is possible

Certified Care Worker can be expected to be a specialist professional and can be included in placement quota upon hiring. Resident period for “Nursing Care” can be renewed repeatedly so long as the individual desires, enabling permanent employment.

Depending on the rules of the certified care worker training school, students may be employed on casual basis.

Criteria for training school entry is about N2 or above

The Guideline sets forth that foreign students entering certified care worker training schools must pass JLPT N2 or above, or study at Japanese language education organization for six months or longer and can be confirmed to have JLPT N2 equivalent or higher in Japanese language tests, etc. (see page 10 for details). Specific requirements and acceptance status differ by school.

Acceptance support organization does not exist; voluntary hiring activity is necessary

There is no support organization for employment of foreign nationals under this system, so voluntary hiring activity by care service providers such as collaboration with certified care worker training school will be necessary.

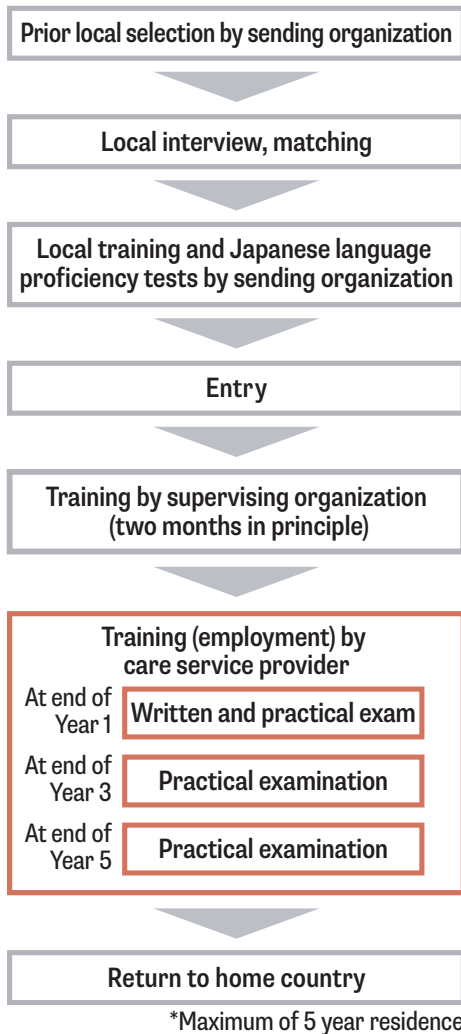
▼▼▼ Start with the following ▼▼▼

Inquire with nearby certified care worker training school/Japanese language school	Place a job advertisement/utilize Hello Work
<p>Confirm if nearby certified care worker training schools accept foreign students and confirm entry requirements. If there are foreign students, start by cooperating as internship or casual employment provider. Certified care worker training schools with foreign students are gathering information on prospective employers for graduates. Communicate that you are actively hiring foreign nationals.</p>	<p>Some foreign students may directly apply to care service providers, so placing job advertisements clearly stating active hiring of foreign nationals can be effective for recruitment. In addition, job advertisement can be placed with Hello Work. Employment Service Centers for Foreigners are located in Tokyo, Nagoya and Osaka.</p>

*Some of the prefectural branch offices of Japan Association of Geriatric Health Services Facilities provide services related to acceptance of foreign students studying at certified care worker training schools. ROKEN considering employment of foreign nationals with “Nursing Care” status of residence can consult with these branch offices.

Requirements

Expected to engage in jobs requiring acquired skills, etc., after returning to home country; has experience in same type of job as long-term care, etc.



Technical Intern Training Program is a program intended for transferring skills from Japan to other countries, by accepting foreign nationals at Japanese industry for certain period to learn skills and technologies, etc., through OJT for contribution to economic development of their native countries.

Execute employment contract with technical intern trainees

Technical intern trainees are employed by the care service provider after receiving training on Japanese language and basics of long-term care, etc. The purpose of the program is acquisition of long-term care skills (technical training); however, as the trainees learn through work, an employment contract shall be executed with the service provider.

Required Japanese language proficiency is about N4 at time of entry and about N3 after one year

Required Japanese language proficiency is about N4 in Japanese Language Proficiency Test at time of entry but must reach about N3 after one year. If about N3 level is not achieved after one year, continued residence to the third year is allowed subject to learning necessary Japanese for mastering long-term care skills at the employing service provider.



Tests are given every one or two years, and maximum of five year employment can be obtained upon passing

Additional two year training can be received by passing the test one year after entry, and further two year training can be received by passing the test three years after entry. Subsequently, the trainee returns to the home country to engage in long-term care. However, if the Certified Care Worker national qualification is obtained during the Technical Intern Training period, status of residence can be changed to “Nursing Care” for permanent employment in Japan. Technical intern trainees who complete third year of training will be exempted from examinations required for “Specified Skilled Worker (i)” on page 9.

Support by supervising organization includes training and acceptance support

For accepting trainees, organizations such as business cooperatives and commerce and industry associations act as supervising organizations, accepting the technical intern trainees and providing training, then coordinating with care service providers who offer the internship.

▼▼▼ Start with the following ▼▼▼

Search for local supervising organization	Confirm whether the business meets requirements for providing technical intern training
<p>When employing a technical intern trainee, search and contact a supervising organization that provides acceptance support. Organization for Technical Intern Training (OTIT) website has a search function for supervising organizations.</p> 	<p>The system has requirements for care service providers providing technical intern training. Confirm “Requirements Regarding Implementing Organizations” on Japan International Training Cooperation Organization (JITCO) website. Also confirm the OTIT website (see left) which provides information on relevant laws and regulations and notices.</p> 

Purpose and history of technical intern training program

Technical Intern Training Program was established in 1993 as part of international contribution to accept foreign nationals from developing regions, etc., as technical intern trainees by the Japanese industries for a certain period to acquire skills and technologies, etc.

Initially, foreign nationals visiting Japan under this program were accepted by Japanese corporations as trainees (“Trainee” status of residence). As the purpose of the program is “transfer of skills,” the trainees were required to attend training lectures for certain period and could not execute an employment contract with the corporation for that time.

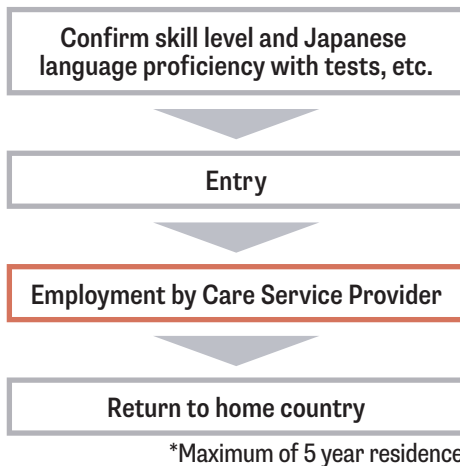
Under these circumstances, some corporations started to use the trainees without employment contracts as source of cheap labor without application of labor related laws and regulations, and failure to pay wages, low wages, and unpaid overtime became problems.

In response, the government reviewed the requirements for “Trainee” status of residence in 2010 and reclassified the acceptance of technical intern trainees under the system to the newly created “Technical Intern Training” status of residence. Consequently, corporations could have technical intern trainees engage in work immediately after entering Japan as part of training but are required to execute employment contracts and to strictly comply with labor related laws and regulations. However, as the purpose of technical intern training remains “transfer of skills,” in principle, the trainees are to return and contribute to the home country after the training.

Employment of technical intern trainees should be made in accordance with the purpose of the program to ensure that it does not divert from the original intent, and training should be provided in compliance with labor related laws and regulations.

Specified Skilled Worker

Employment of foreigners with “Specified Skilled Worker (i)” status of residence



“Specified Skilled Worker (i)” is a status of residence for accepting foreign nationals for the purpose of employment, to be implemented from April 2019.

Targeted foreign nationals enter Japan subject to confirmation of skill level and Japanese language proficiency with tests, etc. Care service provider may provide maximum of five-year employment.

They must return to the home country after five years; however, if the Certified Care Worker national qualification is obtained, status of residence can be changed to “Nursing Care” for permanent employment in Japan. Technical intern trainees who complete third year of training are exempted from examinations required for “Specified Skilled Worker (i).”

Employment of foreign nationals with status of residence such as “Permanent Resident” is another method.

Some foreign residents in Japan have status of residence with no limitation on employment. Foreign nationals with status of residence such as “Permanent Resident,” “Spouse or Child of Japanese Nationals,” “Spouse or Child of Permanent Resident,” and “Long Term Resident” can work in mostly same manner as a Japanese national. “Permanent Resident” status has no limitation on period of residence or employment, and “Spouse or Child of Japanese Nationals,” “Spouse or Child of Permanent Resident,” and “Long Term Resident” status has limits on period of residence but no limitation on employment.

These people may be employed for relatively long term without limitation on employment. In addition, many long term residents may not require explanation on Japanese culture and customs, or support in living aspects.

Local foreign residents may be considered from the perspective of similar employment process to a Japanese national.

Comparison of Four Systems for Employing Foreign Care Workers

	EPA	Employment of Certified Care Worker Candidates under Economic Partnership Agreement (EPA)	Nursing Care	Employment of foreigners who graduated a certified care worker training school in Japan and have "Nursing Care" status of residence
Purpose of System		Acceptance for the purpose of acquiring Certified Care Worker national qualification (enhance international cooperation)		Acceptance of foreign workers in specialist/technical areas
Sending Country		Indonesia, Philippines, Vietnam		N/A
Status of Residence		"Designated Activities"		"Nursing Care" *Provided, however, "Student" before acquiring Certified Care Worker qualification (while attending Certified Care Worker training school)
Period of Residence		Prior to obtaining Certified Care Worker qualification: 4 years in principle (5 years if certain conditions are met) After obtaining Certified Care Worker qualification: Can be renewed without limitation		Can be renewed without limitation
Family Members		After obtaining Certified Care Worker qualification: Family members (spouse/child) can join		Family members (spouse/child) can join
Japanese Language Proficiency Required for Foreign Care Workers		<input type="checkbox"/> Indonesia/Philippines After six months local training, enter with about JLPT N5 or above, receive six months training in Japan, and start employment at care service provider <input type="checkbox"/> Vietnam After twelve months local training, enter with about JLPT N3 or above, receive 2.5 months training in Japan, and start employment at care service provider		<small>(Points to note on selection of students in "Guidelines for Accepting Foreign Students" by Japan Association of Training Institutions for Certified Care Workers)</small> Select individuals with one of the following levels of Japanese Language Proficiency: <ul style="list-style-type: none"> Individual who has passed Japanese Language Proficiency Test N2 or above; Individual who has been educated for six months or more at a Japanese language education organization notified by the Minister of Justice and is confirmed to have equivalent of N2 or above in Japanese language test at entrance examination; Individual who has scored 200 points or above in Japanese Language subject in the Examination for Japanese University Admission for International Students (EJU); or Individual who has scored 400 points or above in the BJT Business Japanese Proficiency Test.
Long-term Care Knowledge/ Experience, etc. Required for Foreign Care Workers		<input type="checkbox"/> Indonesia "Graduate Indonesian nursing school (minimum 3 year program)" or "graduate tertiary educational organization (minimum 3 year program) and care worker certification by Indonesian government" <input type="checkbox"/> Philippines "Graduate Filipino nursing school (Bachelor) (4 years)" or "graduate four year university and care worker certification by Filipino government" <input type="checkbox"/> Vietnam Completion of 3 or 4 year nursing program		—
Requirement to Take Certified Care Worker National Examination		<ul style="list-style-type: none"> Must take national examination As an exception, individual who fails the exam but satisfies certain scores may have residence extended for one year only and take the examination again *National examination may be taken again with "Short-Term Stay" status of residence after returning to home country Accepting organizations (care service providers) must provide training and support system for obtaining national certification 		<ul style="list-style-type: none"> Must take national examination Individuals who graduated Certified Care Worker training school between AY2017-2021 can maintain Certified Care Worker qualification either by engaging in long-term care for five years after graduation or passing the national examination
Acceptance Support		Japan International Corporation of Welfare Services (JICWELS)		N/A (voluntary hiring activity by care service provider)
Types of Eligible Services for Employment		Following only refers to provisions of Long-Term Care Insurance Act Three types of Facility Covered by Long-Term Care Insurance, communal long-term care facility for people with dementia, Specified Facilities, Outpatient Day Long-Term Care, Outpatient Rehabilitation, day care for people with dementia, and short-stay *After obtaining certified care worker qualification, can engage in home-visit services by providers satisfying certain conditions		N/A
Period Required for Inclusion in Placement Quota		Individuals with JLPT N2 or above can be included in placement quota upon employment. Others can be included after six months from employment.		Can be included in placement quota upon employment
Night Shift		Prior to obtaining Certified Care Worker qualification: Yes, after six months from employment or have passed Japanese Language Proficiency Test N1 or N2 After obtaining Certified Care Worker qualification: Yes		Yes
Transfer within Same Corporation		Prior to obtaining Certified Care Worker qualification: No, in principle After obtaining Certified Care Worker qualification: Yes		Yes
Switching Jobs within Long-term Care Industry		Prior to obtaining Certified Care Worker qualification: No, in principle After obtaining Certified Care Worker qualification: Yes (however, requires permission to change status of residence)		Yes

Technical Intern Training	Employment of foreigners using the Technical Intern Training Program (technical intern trainee)	Specified Skilled Worker	Employment of foreigners with "Specified Skilled Worker (i)" status of residence
	Transfer of skills from Japan to another country (international contribution)		Acceptance of foreign nationals with specific expertise/skills to address labor shortage
	N/A		N/A
	Year 1: "Technical Intern Training (i)" Year 2-3: "Technical Intern Training (ii)" Year 4-5: "Technical Intern Training (iii)"		"Specified Skilled Worker (i)"
	Technical Intern Training (i): 1 year maximum Technical Intern Training (ii) (transfer from (i) after passing trade skill test): 2 years maximum Technical Intern Training (iii) (transfer from (ii) after passing trade skill test): 2 years maximum Total 5 years maximum (for Excellent Supervising Organizations and Excellent Implementing Organizations)		5 years maximum
	Family members (spouse/child) cannot join		Family members (spouse/child) cannot join
	At time of entry: About N3 in Japanese Language Proficiency Test is desirable, about N4 is minimum requirement One year after entry (at time of conversion to "ii"): Minimum requirement of about N3 *If about N3 level is not achieved after one year, continued residence to the third year is allowed subject to learning necessary Japanese for mastering long-term care skills at the employing service provider		Confirm following Japanese language proficiency with pre-arrival test, etc • Certain level of everyday conversation skills for living • Japanese language skills necessary for working in long-term care *Individual who has completed third year of technical intern training or Certified Care Worker training school is deemed to satisfy the necessary Japanese language proficiency, and is exempted from examinations, etc.
	Supervising Organization Type: Has "experience with similar job" in the foreign country, or specific circumstances exist requiring participation in technical intern training Individual Enterprise Type: Employee of foreign organization with close relationship with the implementing organization		Confirm following skill levels with pre-arrival test, etc. • Level required for appropriately working in the accepting industry *Individual who has completed third year of technical intern training or Certified Care Worker training school is deemed to satisfy the necessary skill levels, and is exempted from examinations, etc.
	N/A (voluntary) * Status of residence may be converted to "Nursing Care" by obtaining Certified Care Worker qualification		N/A (voluntary) * Status of residence may be converted to "Nursing Care" by obtaining Certified Care Worker qualification
	Supervising Organization Type: Each supervising organization Individual Enterprise Type: Each enterprise		Support by registered supporting organization
	Excluding services home-visit		Excluding services home-visit
	Individuals with JLPT N2 or above can be included in placement quota upon employment. Others can be included after six months from employment Conditional* *Simultaneous placement of care workers other than technical intern trainee is required. Industry guideline also sets forth the requirement for multiple employees comprising of trainee and care workers other than technical intern trainee conducting work. Industry guideline requires efforts by corporations such as limiting night shifts, etc. to second year onwards.		Can be included in placement quota upon employment (Provided, however, a framework for securing safety in care provided at accepting facility for six months is required)
	Yes Provided, however, limited to where the transfer is deemed necessary for acquiring the skills, etc. under the Technical Intern Training program.		Yes
	Yes		Yes
	No, in principle		Yes

EPA

Example of Care Service Provider Employing EPA Care Workers

Employment of Indonesian EPA Care Worker at TOKUYO "S"

Corporate summary

Social welfare corporations providing long-term care services (TOKUYO, home-visit long-term care, outpatient day long-term care, etc.), and facilities providing services and supports for the disabled, etc.

Status of employment of EPA Care Workers

Employed at three TOKUYO from 2015

Overview of TOKUYO "S"

Established in May 2020, 100 beds, 116 employees, of which 70 are care workers, with employment of 9 EPA Care Workers (actual numbers, as of February 2019)/ Working on development of foreign care workers to prepare for decrease of working population of Japanese nationals.

April 2014

Apply to JICWELS for acceptance of EPA Care Workers

Local seminar on FY2015 acceptance (Participated in Jakarta and Medan)

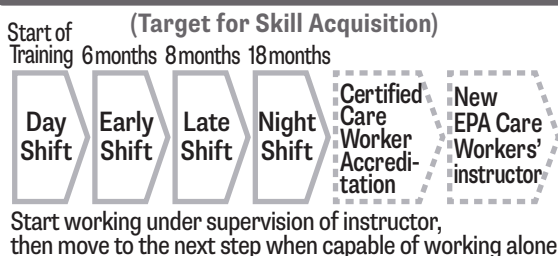
Matching of accepting facilities and EPA Care Workers (Capture status of each EPA Care Worker)

Pre-arrival Japanese language training (six months)
After-arrival Japanese language training/
care worker introductory training (six months)

December 2015

Total of nine trainees started employment at the corporation, of which three were employed at the TOKUYO "S" (Nine trainees as of February 2019. Further two trainees to be accepted in December 2019)

Skills and career development



What preparations did you make for accepting?

Promoted mutual understanding and provided thorough instruction to respect everyone's religion and to avoid trouble at work.

All staff

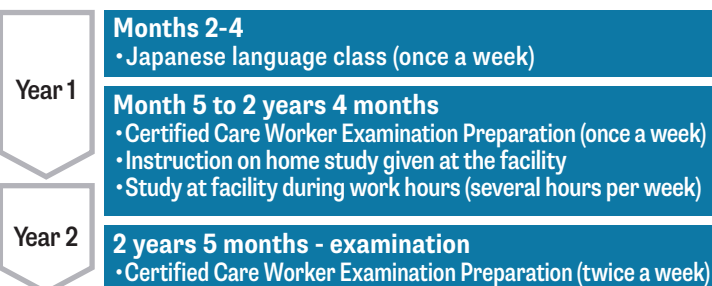
Implemented training for understanding Islam

EPA Care Workers

Explained rules for working at the facility such as prayers to be limited to breaks, etc.

What study support framework is provided?

In addition to study support such as JICWELS group training and new-hire training program at the facility, following support is being provided:



What system do you have for living support?

Appointed one living support coordinator at corporate headquarters, and one at the TOKUYO "S."

I got home sick

It is hard to ask questions to supervisors

Difficult to visit hospital, or follow procedures at municipal office on my own

Hard to understand value of money in Japan

Detailed follow-up including intervention with workplace human relationship and accompanying hospital visits

Actual expenses for accepting students (approximation) as of FY2015

Job application fee : 20,000 yen

Training management fee (annual) (JICWELS) : 20,000 yen per student

Brokerage fee (JICWELS) : 131,400 yen per student

Sending fee (Indonesia) : 36,500 yen per student

Japanese language training fee (Japanese language training organization): 360,000 yen per student

*Other, including travel expense for participating in local group seminar

Q. How are the EPA care workers at their job?

A. EPA care workers have abundant knowledge as they have graduated nursing school, and their high motivation to work is having good effect on the Japanese employees. Many users and family members have commented that EPA care workers are sweet and detailed, and that it's good to have them here.

Q. What efforts are needed for EPA care workers to prosper?

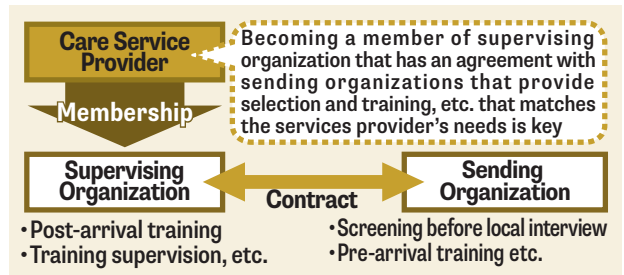
A. Organizational decision-making structure and rules must be clarified. Corporations that operate several facilities must ensure that the policies are consistent between the facilities. We ensure information sharing between Japanese employees and EPA Care Workers, by holding joint meetings on at least monthly basis. Support framework for EPA Care Workers is also important. We have one living support coordinator at corporate headquarters, and one at each facility. When the EPA Care Workers acquire Certified Care Worker accreditation, we would like them to support future EPA Care Workers.

Supervising organization must be carefully selected when employing Technical Intern Trainees. The key is screening before local interview, and pre-arrival and post-arrival trainings. Screening before local interview and pre-arrival training is performed by the local sending organization, but the care service provider cannot select the sending organization. Therefore, becoming a member of a supervising organization that has an agreement with sending organizations that provide screening and training that matches the service provider's needs is very important.

Supervising organization for the corporation has an agreement with the sending organization to have "graduate of nursing schools" as a requirement for screening before local interview. In addition, at pre-arrival Japanese training, candidates who obtained N4 qualification which is the minimum requirement for entry to Japan are to continue training, aiming to obtain N3 prior to arrival. Training by the supervising organization after arrival incorporates care worker induction course.

Technical intern trainees go through these selection process/training, so they are quick to master technical skills, and are capable of solidly performing tasks in about a month after starting OJT.

Technical intern trainees are very promising resources, considering that they can be employed for three years if they pass the examination one year after entry, and can select "Nursing Care" status of residence if they become a Certified Care Worker during the training period, and that they can be exempted from some of the examination for "Specified Skilled Worker (i)" status of residence if they complete third year of training.



Main expenses required for employment of Technical Intern Trainees (in the case of employing up to Technical Intern Training (ii))

- At time of joining union**
 - Union joining fee
 - Union contribution
 - Union charges
- At time of conversion to Technical Intern Training (ii)**
 - Technical Intern Training Evaluation Examination (Basic)
 - Stamp duty for changing status of residence
 - Technical Intern Training Plan renewal application fee
- At time of renewal of period for Technical Intern Training (ii)**
 - Stamp duty for renewal status of residence
- Before completion of training**
 - Technical Intern Training Evaluation Examination (Specialist)
- At time of return to home country**
 - Travel expense for returning to home country
 - Domestic travel expense in home country upon returning
- Monthly expenses**
 - Union supervisory expense
 - Sending management expense
- At time of N4 qualification report to OTIT**
 - Sending organization pre-arrival education fee
 - Technical Intern Training Plan accreditation application fee
 - Cost for sending documents from each country
 - Trainee comprehensive insurance
 - Travel expense to Japan
 - Domestic travel expense in Japan at time of entry
 - Cost of pre-employment health examination
 - Post-arrival training expense, dormitory fee
 - Post-arrival training allowance

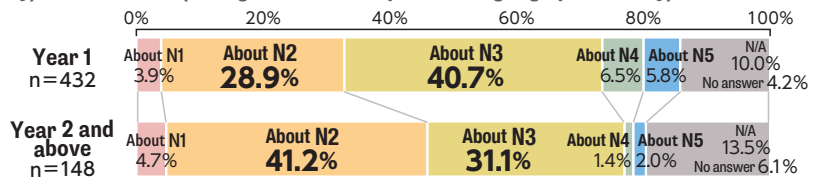
Status of Students at Certified Care Worker Training Schools

Recently, the number of foreign nationals studying at Japanese certified care worker training schools is increasing, and some training schools have established frameworks for accepting such students. Academic background of students in the home country varies from high school, junior college, technical institutions to university and graduate schools, and many have Japanese language proficiency level of about N2 to N3. Some of the foreign nationals are expected to prosper as Certified Care Workers at Japanese long-term care facilities after graduation.

(Foreign students' academic background in home country) n=595

- Below Senior High School 3.5%
- Senior High School 23.5%
- Junior College, Technical Institutions 38.8%
- University, Graduate School 31.8%
- No answer 2.4%

(Foreign students' Japanese language proficiency)



Source: FY2018 MHLW subsidy for research study "Survey on Acceptance of Foreign Students by Certified Care Worker Training Schools" (as of October 1, 2018)
 Note 1. Survey targeted foreign students studying at certified care worker training school with casual job at long-term care facilities
 Note 2. On Japanese language proficiency, students who have taken JLPT selected applicable levels from N1 to N5, and students who haven't taken JLPT selected the levels from N1 equivalent to N5 equivalent. The aggregated result is shown as about N1 to about N5.

Comments from long-term care facilities affiliated with certified care worker training schools that support student training

What study support is provided to students in collaboration with certified care worker training schools?

We share information such as status of study and grade transcript of foreign students with the training school and teach Japanese language and long-term care skills using free time of foreign students. If we hear from the training school that a student seems to be having difficulty writing Japanese, we practice writing long-term care records; if another student is not good at listening comprehension, we provide special study aids. Long-term care skills may involve communication with users of the facility, as well as housekeeping and physical care, starting with low-risk tasks. We not only teach the technical methods but provide detailed explanation on why things are done in a certain way.

What do you focus on when communicating with foreign students?

We would like them to master necessary skills for providing high quality long-term care service. On the other hand, we respect their culture, and do not ask them to completely assimilate with the Japanese. For example, due to the culture of respecting elders, students seem to have difficulty saying that they do not understand the explanation given by an older person. So, we take care to give explanation in plain language, and make extra efforts to confirm their understanding. In addition, we provide support for living, such as taking them to restaurants serving food of their home country and buying blankets to prepare for cold weather.

Points to note when hiring foreign care workers

Take note of the following to ensure foreign care workers stay at the workplace

Make sure that the users are comfortable

Long-term care involves personal service and requires communication in Japanese language. To make sure that the users are comfortable, foreign care workers should acquire necessary level of Japanese language proficiency.

In addition to basic technical terminology, they should have knowledge of mimetic words and onomatopoeic words necessary for understanding what the user is trying to communicate and learn long-term care terminology necessary for communication with other employees.

Foreign care workers are not source of cheap labor

When foreign care workers are engaged in equivalent labor as Japanese, they should be treated the same. This also applies to casual employment of foreign students. The Minimum Wage Act must be complied with, and the compensation level should be equal to or higher than the compensation for Japanese nationals doing the same job.

Pay attention to religious and cultural differences

Depending on the religion of the foreign care worker, there may be dietary restrictions and time required for prayer. They may have culture and customs unfamiliar to the Japanese. Confirm and respect the religion and culture, etc. of each employee.

Provide wide range of support including living aspects

Support for living environment is also important for foreign care workers to work. Support for securing housing and commute to work should be helpful. Living supports provided by many long-term care facilities employing EPA Care Workers are provided on page 5 for your reference.

Pay attention to residency management

Pay attention to residency management. Please provide support including on procedures for renewal of residency period. Employment that differs from the contents of application at the time of residency period renewal procedure, etc. (different job or hasty transfer between facilities, etc.), is not permitted.

Provide prior detailed explanation to employees

When employing foreign nationals, understanding by co-workers who work together and provide education is very important. Start hiring activity after providing detailed explanation to the staff on what system will be implemented by the business to employ foreign nationals.




When offering scholarships, etc., be careful not to make employment by certain providers mandatory

When offering/lending scholarship, etc. to foreign students attending Japanese language schools or training schools, demanding employment by the care service provider that offered/lent the scholarship, etc. is not permitted. In case of a loan, making employment by the providers for a certain period after graduation as a condition for exemption from repayment of scholarship, etc. may be permissible, but reasonable repayment rule, etc. should be established in case of no employment.

When offering casual employment to foreign students, please note the limit on hours of work, etc.

When offering casual employment to foreign students attending Certified Care Worker training schools, relevant laws and regulations must be complied with. Foreign students must obtain permission from the Immigration Bureau for activities outside their qualification in advance. Hours of work must be within 28 hours per week, and the obligations of the business owner include provision of clear written statement of the labor conditions, purchase of industrial accident compensation insurance, and provision of paid leave.

Contact List for Employment of Foreign Care Workers

System	Description	Contact	Telephone Number	HP
 EPA	Employment of Certified Care Worker Candidates under EPA	Japan International Corporation of Welfare Services (JICWELS) Acceptance Support for Foreign Professionals Department	03-6206-1138	
 Nursing Care	Consultation on all matters regarding foreign students aiming to become a Certified Care Worker	Japan Association of Training Institutions for Certified Care Workers, Helpline for International Students to Become Certified Care Workers	0120-07-8505	
 Technical Intern Training	Employment of Technical Intern Trainees using the Technical Intern Training Program	Organization for Technical Intern Training (OTIT) Call Center	03-3453-8000	
 Technical Intern Training	Employment of Technical Intern Trainees using the Technical Intern Training Program	Japan International Training Cooperation Organization (JITCO) Technical Intern Training Affairs Department, Consultancy Division	03-4306-1160	

*For employment of foreigners with “Specified Skilled Worker (i)” status of residence, contact the Regional Immigration Bureau or District Immigration Office.

Detailed Information on Systems for Employing Foreign Care Workers

For detailed information on the four systems for employing foreign care workers, confirm the Ministry of Health, Labour and Welfare website below.

EPA	Nursing Care	Technical Intern Training	Specified Skilled Worker
<p>Employment of Certified Care Worker Candidates under Economic Partnership Agreement (EPA)</p> 	<p>Employment of foreigners who graduated a certified care worker training school in Japan and have “Nursing Care” status of residence</p> 	<p>Employment of foreigners using the Technical Intern Training Program (technical intern trainee)</p> 	<p>Employment of foreigners with “Specified Skilled Worker (i)” status of residence</p> 

Guidebook for Care Service Providers on Employment of Foreign Care Workers

Issued in March 2019

Published by ■ Mitsubishi UFJ Research and Consulting Co., Ltd.

Address ■ Holland Hills Mori Tower, 5-11-2, Toranomon, Minato-ku, Tokyo

Telephone ■ 03 - 6733 -1000

This Guidebook was prepared as part of the FY2018 MHLW subsidy for research study “Research on Establishment of Acceptance Environment for Foreign Care Workers.”

